

**BE SAFE
CHICAGO** ★★



**Be Safe.
Food Service**

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What's in this guide?

★ CAUTIOUSLY REOPEN
(Phase III)

Cautiously reopening Chicago requires:

Healthy interactions

Social distancing



Limitations on physical distance to other individuals

Gathering size



Limitations on gatherings of individuals

Protective gear



Use of protective gear by individuals

Hygiene requirements



Ensuring hygienic interactions (e.g., hand washing)

Safe spaces and conditions

Entry access



Entry/exit condition for access to space

Cleaning standards



Actions taken to disinfect space

Visual guidance



Hygiene resources and guidance posted in space

Workplace conditions



Evaluation of foot traffic, ventilation, etc.

Operational resilience and monitoring

Flexible models



Flexibility with sick leave, remote work (when possible)

Operational resiliency



Support for operational flexibility (e.g., multiple shifts)

Travel guidelines



Restriction of movement of people between locations

Testing / tracking



Facilitation of testing and tracking

- Recommended guidance -

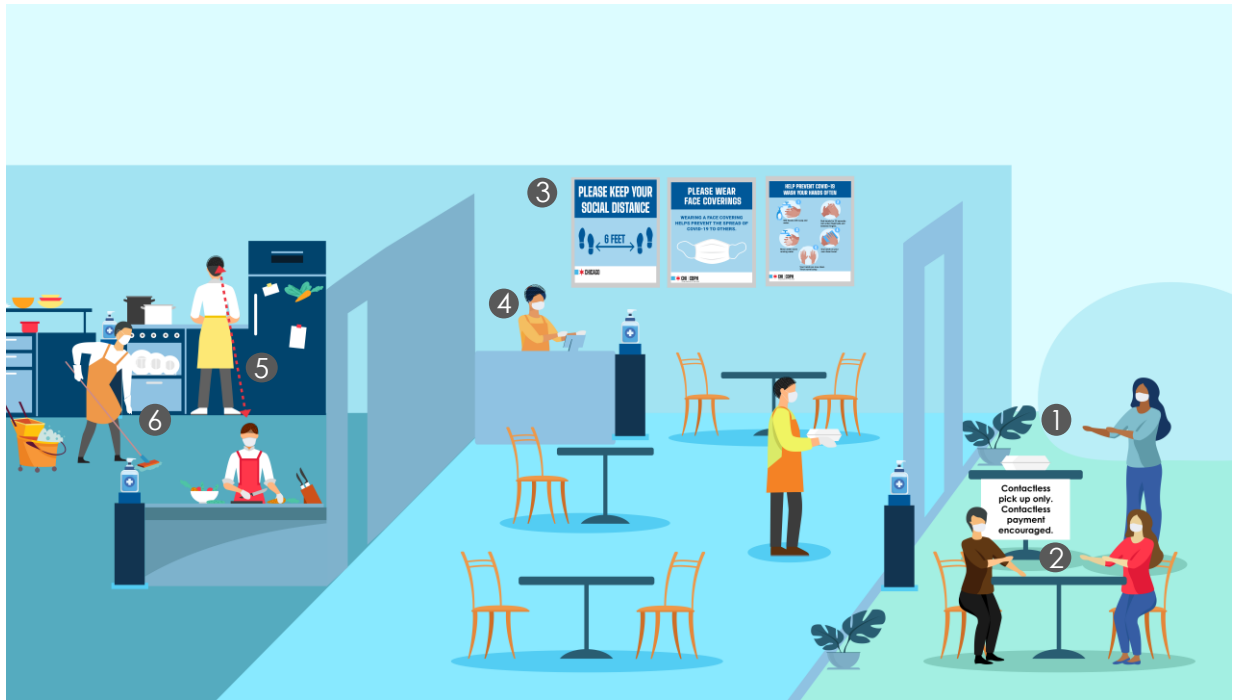
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Illustrative example



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What may be different?

- 1 **Contactless** pickup available and contactless payment encouraged
- 2 **Outdoor dining** permitted¹ following standard social distancing requirements
- 3 **Visual signage** posted throughout facilities regarding hygiene, social distancing, proper PPE and more
- 4 Employees required to wear **face coverings at all times**, face coverings for guests required when not seated
- 5 Employees and diners encouraged to maintain **6ft physical distancing**
- 6 Employees frequently **disinfect** facilities

- Recommended guidance -



1. Application process pending; dining areas considered outdoors include rooftops, rooms with retractable roofs and indoor spaces where 50% or more of a wall can be removed via the opening of windows, doors, or panels provided that dining tables are within 8-ft from such openings

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Healthy interactions



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**Social
distancing**



**Gathering
size**

Ensure >6 ft. between individuals and close choke points

- Space tables 6 ft apart, decommission tables, and/or add physical barriers (e.g., Plexiglass) between tables if they can't be moved
- Use impermeable barriers where 6 ft social distancing is not possible (e.g., counters, service tables, registers, etc.)
- Clearly mark any area where guests or employees queue (e.g., check-stands and terminals, waiting rooms, restrooms, etc.) with appropriate physical distancing guidance

Limit gatherings to no more than 6 people / table

- Limit dining to no more than 6 people / table
- Limit gatherings to no more than 10 individuals, where gathering is defined as a planned or spontaneous event where individuals are interacting with non-household members within close proximity (<6 ft) for an extended time period (e.g., no events or parties with more than 10 individuals split up at tables of 6 or less)



Ensure protective gear worn by employees and guests

- In any outdoor and indoor common spaces, face coverings must be worn over nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
- Face coverings can be removed while customers are seated and eating
- Provide proper PPE training (how to wear, properly remove, etc.) to employees
- Provide gloves only to follow standard food handling guidelines
- Ensure dishwashers have access to equipment to protect eyes, nose, and mouth from contaminant splash (e.g., face coverings, protective glasses, and/or face shields)



Ensure regular sanitization of hands and high-touch areas, trainings on proper techniques

- Ensure hand sanitizer or hand washing facilities are readily available for both customer and employee use
- Provide hand washing training to all employees, with signage posted at stations (where applicable)
- Provide health and safety training related to COVID-19 upon initial return to work, such as ServSafe Manager, Delivery and Takeout Training, Food Handler Training, NRA Reopening Training

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Safe spaces and working conditions



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Establish employee screening policy and protocol

- Prior to leaving home, all individuals encouraged to self-identify symptoms and stay at home if symptomatic
- Prior to entry to establishment, employees self-screen to ensure no symptoms of COVID-19 (e.g., questionnaire – see appendix)
- Employees should not report to, or be allowed to remain at, work if exhibiting symptoms or reporting they feel ill

Establish policy for customer/third-party access to establishments

- Post pledge upon entrance or conduct screening verifying customer, external supplier / non-customer is not currently exhibiting COVID-19 symptoms (e.g., questionnaire, verbal agreement, non-verbal agreement)
- Ensure customers, suppliers and non-customer visitors wear face coverings over their nose and mouth when entering the premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face-covering)
- Prohibit entry to anyone (including customers, staff, or vendors) with displayed or self-identified symptoms

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Safe spaces and working conditions



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Establish daily cleaning standards for spaces and high-tough items

- Thoroughly clean and sanitize entire facility prior to opening and throughout the day (highly touched front of house areas every 30 minutes, back of house between tasks or individuals)
- Monitor, clean and sanitize restrooms regularly
- Provide training on cleaning procedures to ensure safe and correct application of disinfectants

Implement frequent sanitization requirements of all high touch surfaces / handled items

- Provide disposable table items where possible (e.g., menus, containers, condiments)
- Clean and sanitize non-disposable table items after each use (e.g., menus, containers, tables, chairs)
- If practical, use fixed menu boards or digital menus
- Discontinue use of self-serve food and drink stations

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Safe spaces and working conditions



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Provide visual guidance on hygiene standards and entry requirements

- Maintain visual guidance on hygiene standards for employees / customers throughout restaurant (e.g., enforced social distancing with floor markers)
- Post non-verbal agreement, guidelines and/or criteria for customers to enter outside the restaurant
- Provide signage for third party delivery drivers on process for redeeming orders
- If practical, use digital messaging or communication boards for pre-shift communications

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Safe spaces and working conditions



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Optimize ventilation and air flow

- Follow FDA requirements on ventilation: ventilation systems, including air ducts and vents, are clean, free of mold, and operating properly
- If practical, increase airflow of indoor spaces (e.g., windows, ventilations) according to [CDC guidelines](#) and food preparation standards

Modify workplace conditions to minimize interactions

- Eliminate counter / bar seating, unless primary purpose is serving food, (e.g., sushi bars, diner counters) and adhering to 6ft social distancing; all patrons must be seated
- If practical, consider workplace modifications to promote social distancing (e.g., floor marking, staggered workstations, and/or orienting workstations to allow workers on prep lines to face away from each other)
- If practical, establish directional hallways, doors, or passageways for foot traffic
- If practical, provide separate restroom facilities for workers and customers / third parties
- Complete and meet standards set forth in the [FDA reopening checklist](#)

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Operations and monitoring



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**Flexible
models**



**Operation
resiliency**

Limit in-person work where possible

- Minimize in person interactions (e.g., consider utilizing online trainings / virtual staff meetings)
- Ensure employees that can work from home should continue to do so
- If practical, limit shift overlap of employees

Encourage behavior to limit interaction

- If practical, encourage cashless/contactless ordering and payment, and curbside takeout/carryout and delivery (especially for vulnerable populations)
- If practical, encourage reservations to minimize waiting and allow for time to disinfect restaurant areas; provide pre-arrival guidance including requirements for entering when possible
- Encourage patrons to remain outdoors or in their vehicles while waiting to be seated; diners will be seated immediately upon entry to minimize gatherings in waiting areas
- If practical, establish separate entry and exit doors to access indoor amenities (e.g., restrooms)

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Operations and monitoring



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Travel guidelines

Limit travel for business

- If practical, limit business travel with industry safety precautions
- If practical, limit staff travel across multiple restaurant locations



Testing/ Tracking

Follow CDPH and CDC guidance for testing and tracing protocols

- If employee does contract COVID-19, they must follow all [CDC guidelines](#) before returning to work
- If an employee is identified as being COVID-19 positive by testing, cleaning and disinfecting must be performed [according to CDC guidelines](#)
- Any employee who has had close contact with co-worker or any other person who is diagnosed with COVID-19 should self quarantine according to [CDC guidelines](#)
- If a facility becomes aware of 2 or more cases possibly associated with an establishment over a 14 day period, employers are required to report cases to CDPH
- Follow all other CDPH guidance set forth and comply with CDPH recommendations in response to a workplace outbreak



Glossary

Gathering: A planned or spontaneous event where individuals are interacting with non-household members within close proximity (<6 ft) for an extended period of time

Handwashing: The act of thoroughly cleaning one's hands with soap and water for at least 20 seconds or using a disinfectant capable of eliminating the virus that causes COVID-19

Social distancing: The physical spacing of at least six feet between individuals, or groups of individuals.

PPE: Personal protective equipment (e.g., face coverings, goggles, face shields); requirements vary based on industry and specific circumstances

Self-screening: A protocol by which an employee answers questions at the start of a shift. Subject to the guidance of the Commissioner of Health, the questions may include:

- Have you had a body temperature over 100 degrees Fahrenheit or have you used a fever reducer in the previous 24 hours to treat a body temperature over 100 degrees Fahrenheit?
- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?

Self-screening sample questionnaire



General workplace guidance

Food service guidance

Disclaimer

National resources for further guidance

CDC – *Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again:*
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf>

CDC – *Guidance for Businesses and Workplaces*
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

OSHA *Guidance on Preparing Workplaces for COVID-19:*
<https://www.osha.gov/Publications/OSHA3990.pdf>

National Restaurant Association – *COVID-19 Reopening Guidance:*
<https://restaurant.org/Downloads/PDFs/business/COVID19-Reopen-Guidance.pdf>

OSHA – *Guidance for Restaurants & Beverage Vendors Offering Takeout or Curbside Pickup:* <https://www.osha.gov/Publications/OSHA4017.pdf>

FDA – *Food Safety and the Coronavirus:*
<https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

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